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FIG. 1A Example of a Bank IVR including some lower-level menu options

10.~ Customer dials telephone access number for ABC Bank IVR.

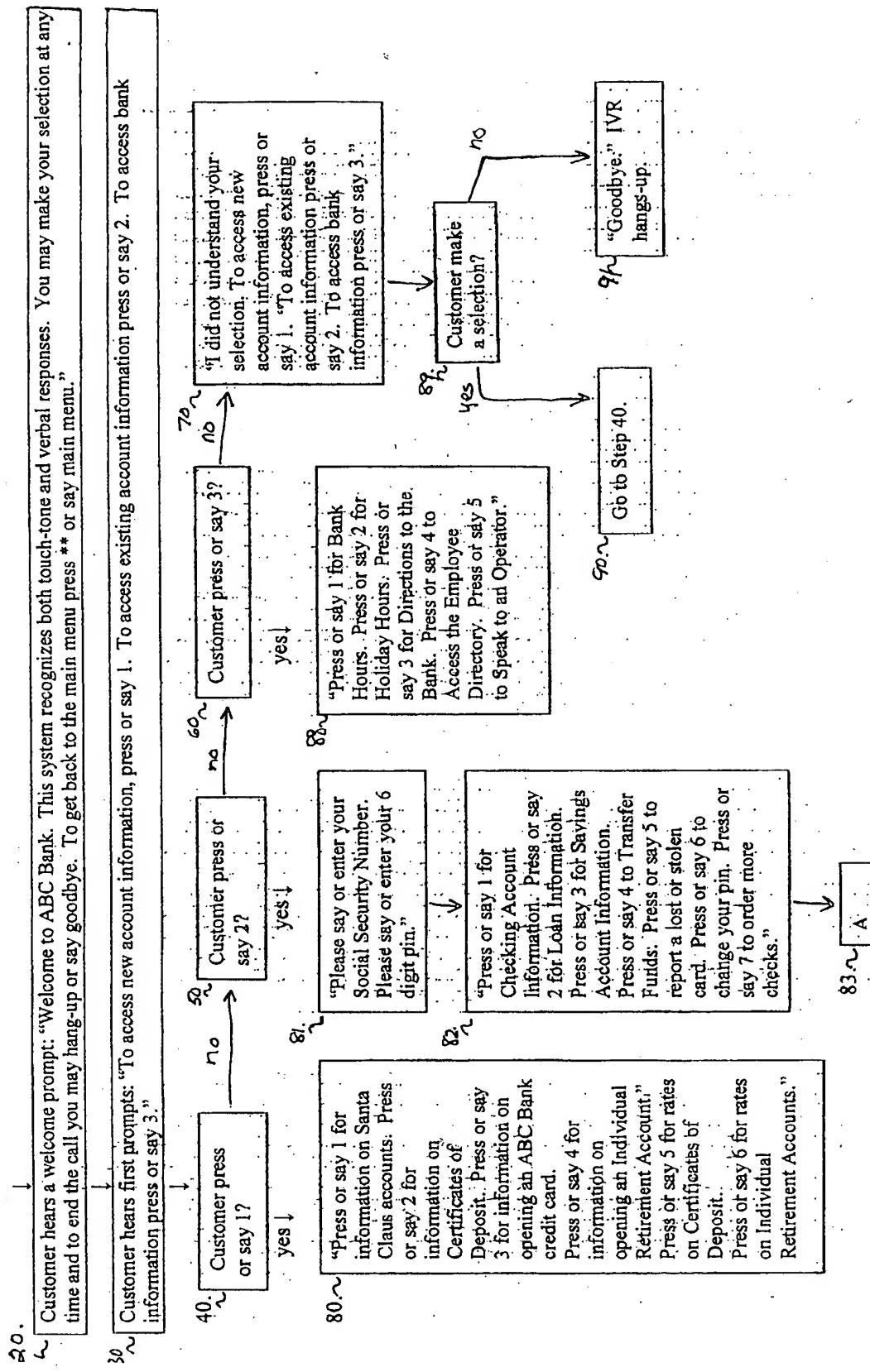


FIG. 1B Bank IVR including some lower-level menu options

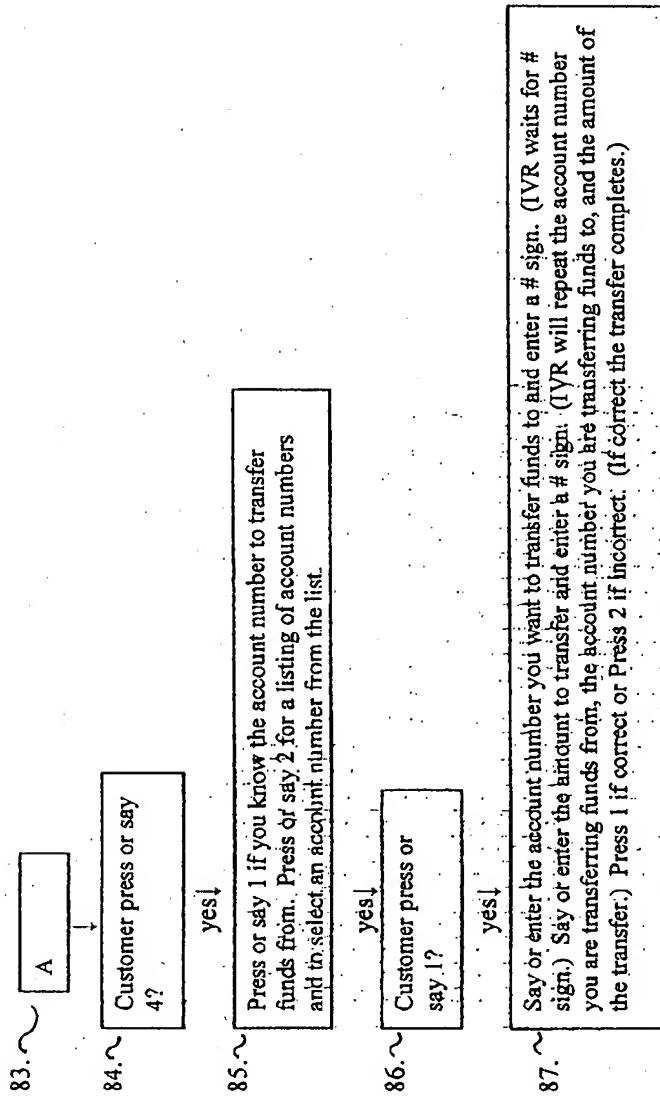


FIG. 1C Example of top-level menu options for a Unified Messaging IVR

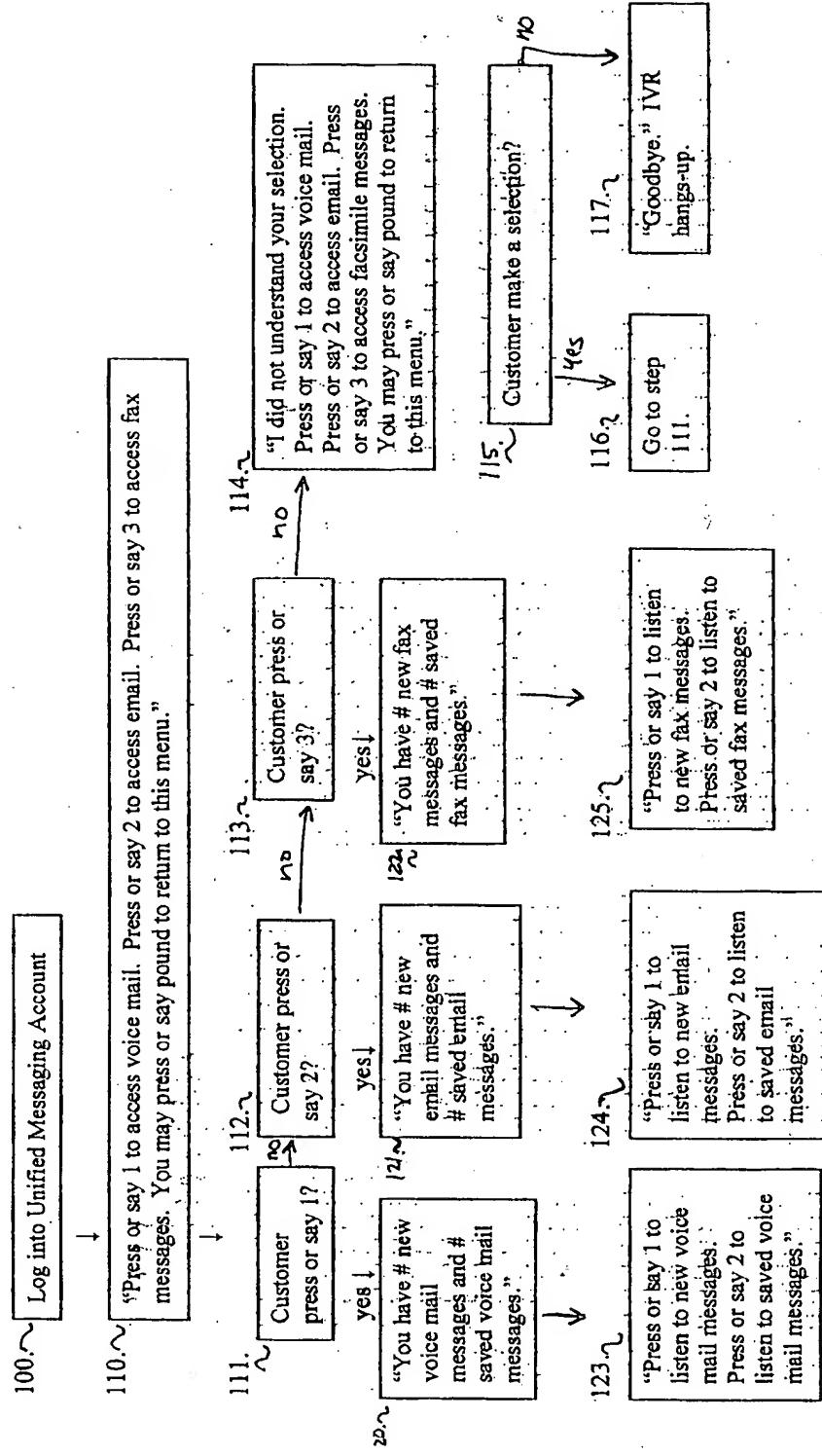


FIG. 10 Example of Voicemail IVR

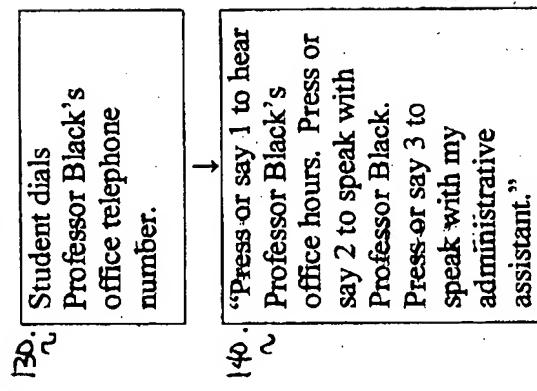
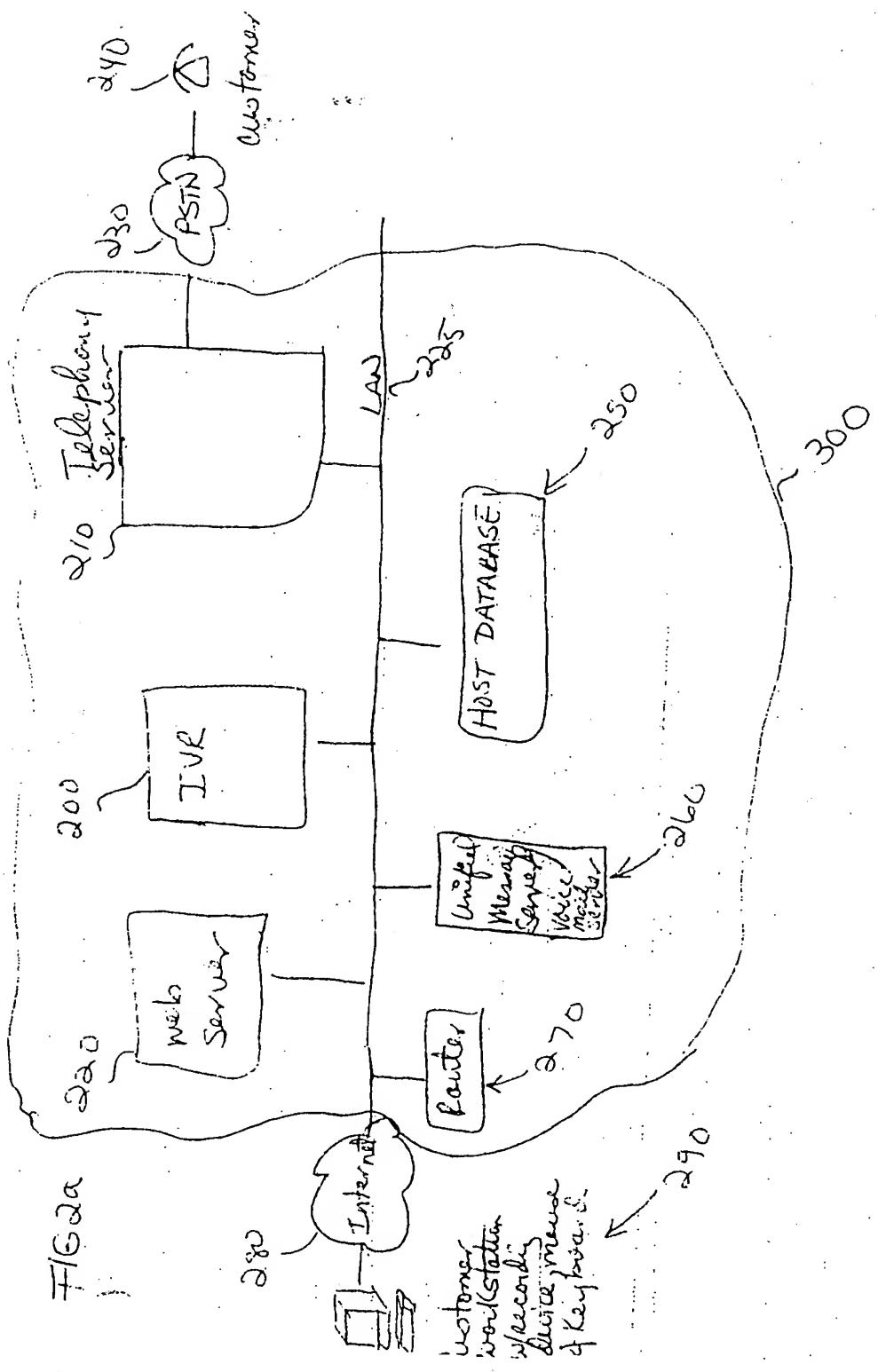


FIG 2a



F162B

TUR

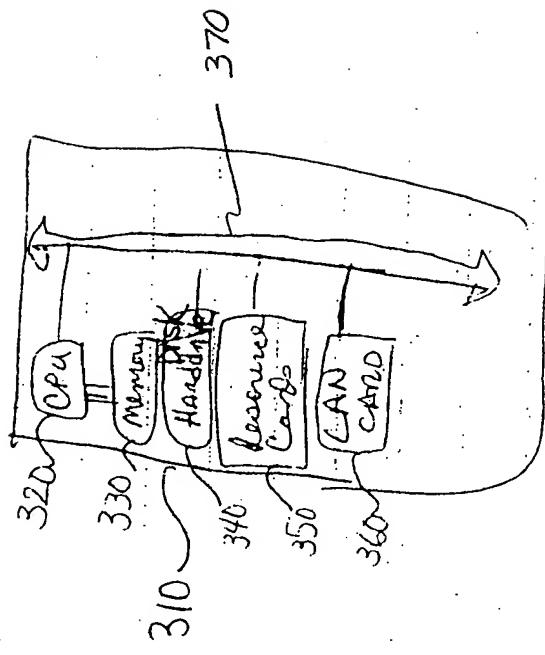


FIG. 3

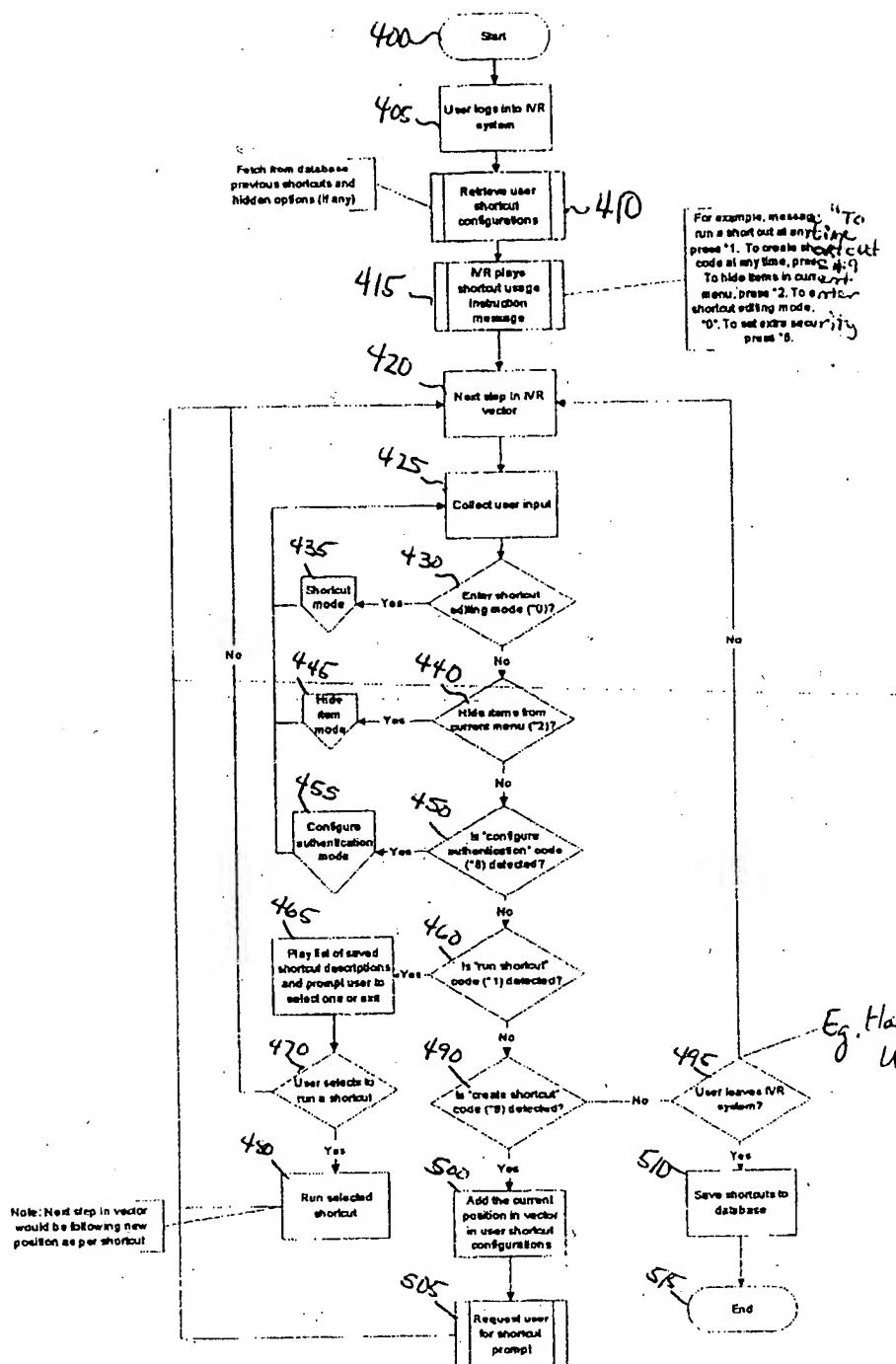


FIG.4

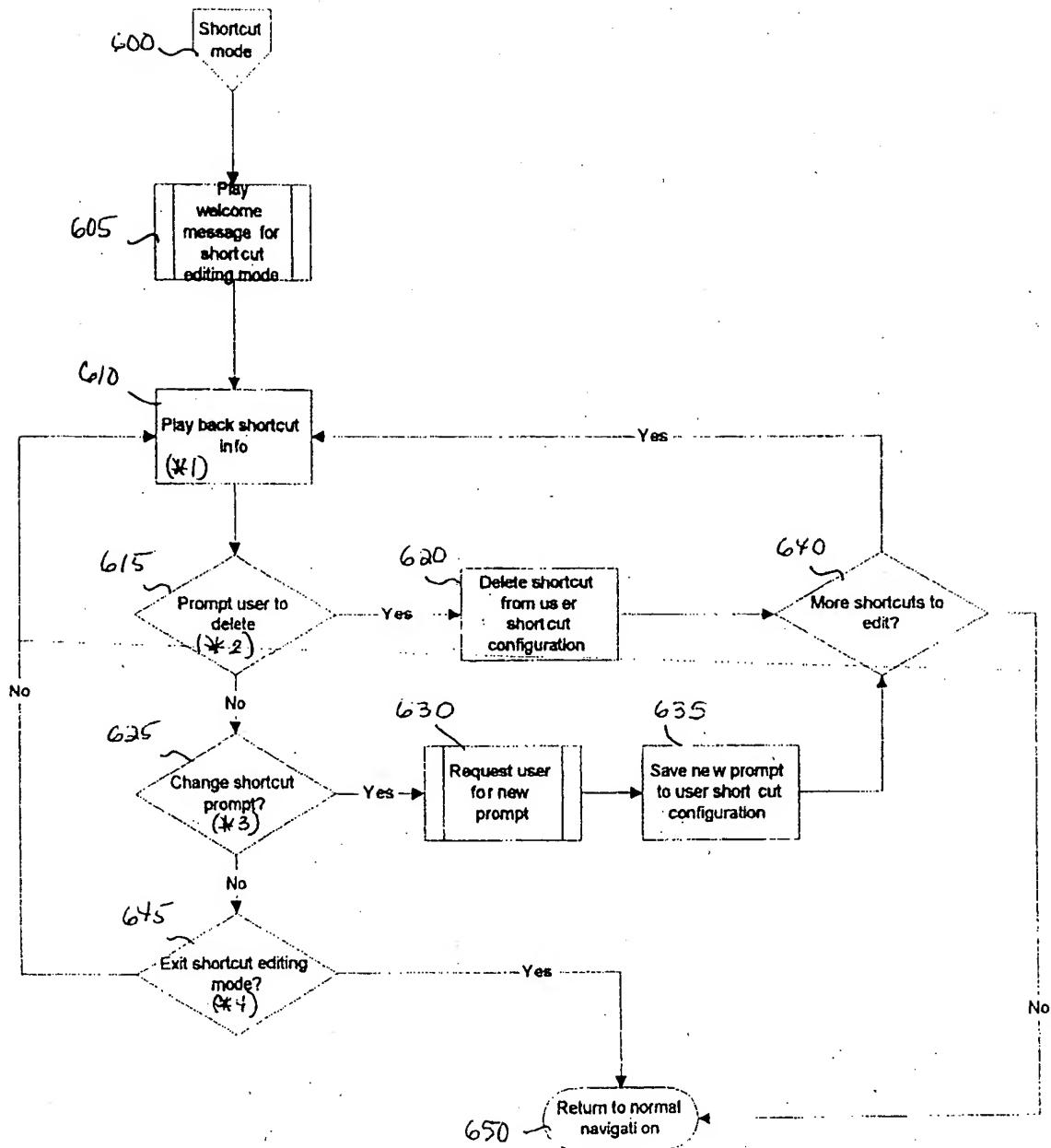


FIG. 5 Hide Item Mode

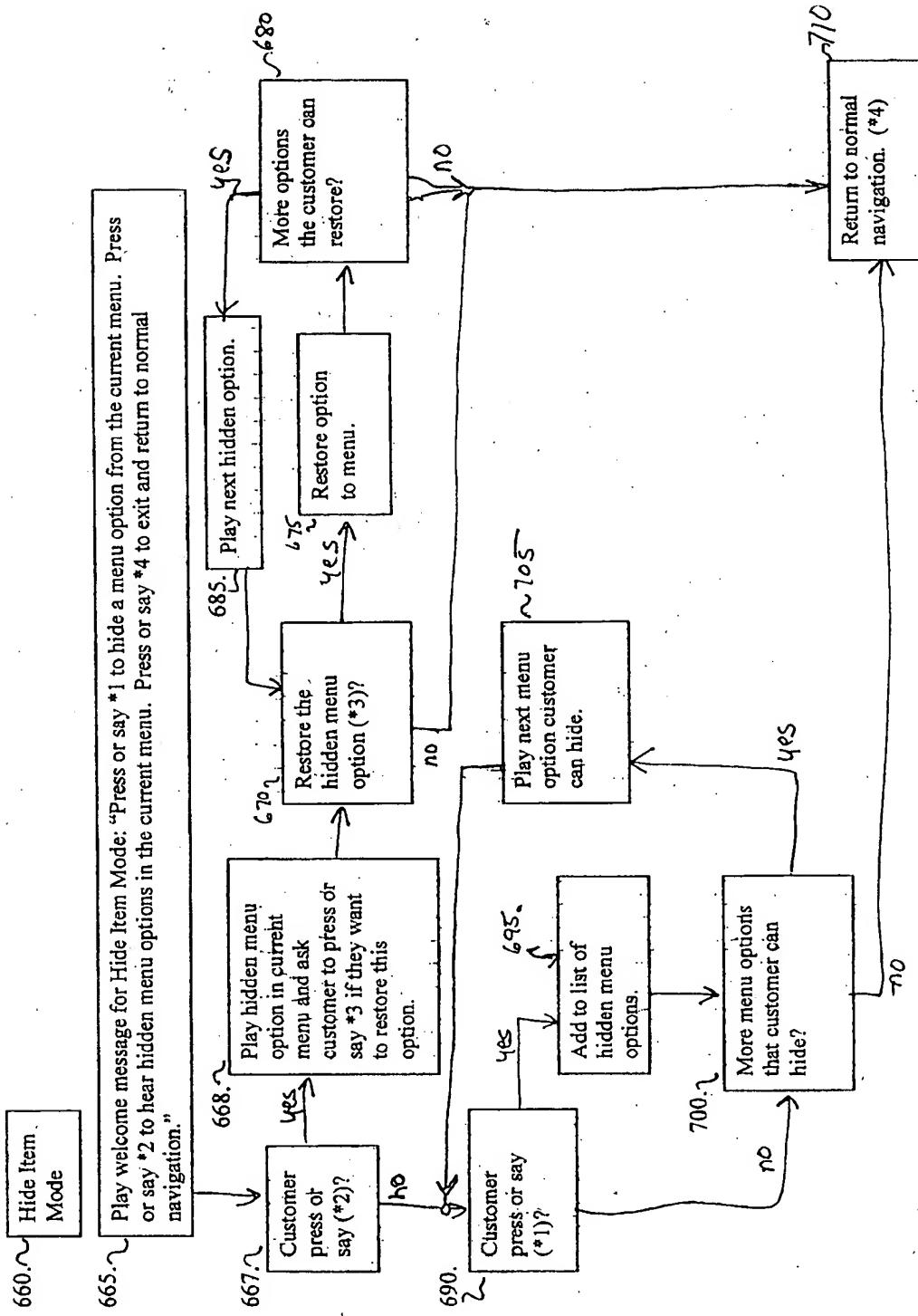


FIG. 6 Configure Authentication Code

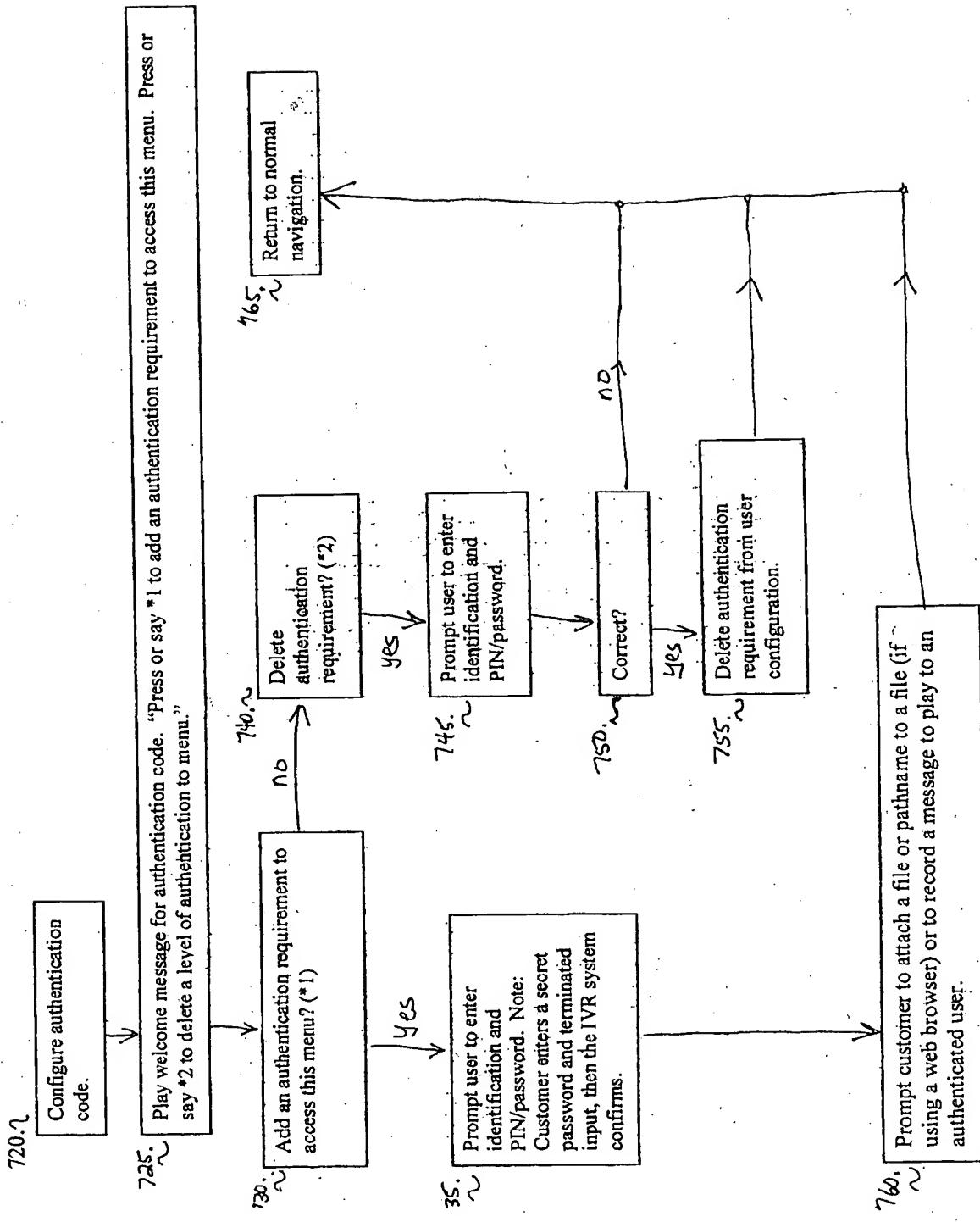


FIG. 7A. Data Structure Associated with the Create Shortcut Mode

800.

First Name	Last Name	Shortcut Navigation Path	New Option Number	Prompt Location
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FIG. 7B. Data Structure Associated with the Hide Item Mode

First Name	Last Name	Hidden Menu Option	Navigation Path	Prompt Location
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FIG. 7C. Data Structure Associated with the Configure Authentication Code

First Name	Last Name	Navigation Path	Identification and PIN/Password	File/Path to File/Prompt Location
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